



Job Title	Senior Application Support Administrator	FLSA Status	Exempt
Band	PRO	Probationary Period	12 Months
Zone	7	Job Code	12784

Class Specification – Senior Application Support Administrator

Summary Statement:

The purpose of this position is to implement and support "commercial off the shelf" (COTS) software solutions of a high degree of complexity and scope used to meet customer needs for one to multiple City departments that are in line with City strategy, industry best practices and trends, and City standards, policies, and procedures. The administrator may also be involved in identifying requirements, researching, and evaluating possible solutions to modernize the City's application portfolio. Follows all City IT processes, procedures, and policies related to incident management, request management, knowledge management, and change management.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
70%	Support existing COTS software solutions including installation, configuration, testing, monitoring, and troubleshooting. Provides application security, user setup, role privilege definitions and assignments, and security permissions; serves as the primary liaison with the vendors on product deployments, upgrades, data migrations, support issues, or product issues. Coordinates the IT responses to the customers and vendors across IT teams. Oversees the installation and/or upgrade of software patches and releases. Creates system documentation and user training materials; and trains users in the proper use of hardware or software. Reports on the use and effectiveness of the solutions. Provides user support and coordinates scheduled downtime and upgrades with user community. Reads technical manuals, confers with users, or conducts computer diagnostics to investigate and resolve problems or to provide technical assistance and support. Provides leadership and mentoring and may supervise and assign work to other staff members.
30%	Deploy new COTS software; ensure configured solution meets business requirements and use cases and is sustainable; migrate from existing application to replacement application; and plan and execute integration and acceptance testing. Recommends or makes decisions to allocate and schedule deployment project activities related to COTS software. May analyze and document software and system requirements to be included in the selections, implementations, and production of COTS software solutions and upgrades; may research potential COTS software solutions to determine fit with business needs.



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Competencies Required:

Human Collaboration Skills: Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.

Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Advanced Skills and Knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor's degree from an accredited college or university with major coursework in computer science, information management, or related field.

Experience: Five years full-time responsible experiences as a business analyst, application support, or related.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

CompTIA Security +	Within 6 months of hire
Certifications required in accordance with standards established by departmental policy.	



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Supervision Exercised:

Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.

Supervision Received:

Receives General Direction: This job title normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

Fiscal Responsibility:

The job title prepares accounting, budget, employment actions, and purchasing documents; and does research to justify language used in documents for a unit or division of a department. May recommend budget allocations.

Physical Demands:

Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, iPhone, iPad, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office and may other software programs.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: August 2015